Felipe Lima

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Professional summary

Detail-oriented technology professional with strong analytical skills and a passion for artificial intelligence. Experienced in technical support, web development, and electronics repair, with a proven ability to follow complex instructions, ensure data accuracy, and deliver high-quality results. Native Portuguese speaker with advanced English proficiency (C1).

Education

UNIRIOS

Tecnologia em Análise e Desenvolvimento de Sistemas (in progress)

Pursuing degree focused on systems analysis, logical reasoning, and technology foundations relevant to AI and data annotation.

FACULDADE PRESIDENTE ANTÔNIO CARLOS - UNIPAC (TEÓFILO OTONI) Sistemas de Informação (not completed)

Completed coursework in information systems, developing analytical and technical skills.

Experience

SEG TECNOLOGIA Brazil **Support Technician** Dec 2020 - Present • Maintained critical Windows systems for medical infrastructure, ensuring 99.9% uptime and data integrity.

- Diagnosed and resolved technical issues, demonstrating strong logical reasoning and attention to detail.
- Communicated complex technical information clearly to non-technical users, enhancing operational efficiency.
- Documented support processes, improving knowledge sharing and compliance with organizational guidelines.

WORKANA Freelance Web Developer Dec 2016 - Dec 2020 • Delivered over 15 custom websites using HTML, CSS, and SQL, meeting client specifications and deadlines.

- Reviewed and classified project requirements, ensuring accurate implementation and client satisfaction.
- Managed end-to-end project communication, clarifying requirements and providing status updates. • Applied fact-checking and quality assurance to content, reducing post-delivery revisions by 30%.

NOVA ELETRÔNICA Brazil **Electronics Repair Technician** Dec 2014 - Dec 2015 • Diagnosed and repaired electronic devices, applying analytical skills to resolve complex technical issues.

- Explained repair processes to customers, ensuring clear communication and high satisfaction rates.
- Documented service records, supporting process transparency and accuracy.

PASSO A PASSO CALÇADOS Brazil **Cashier** Dec 2010 - Dec 2011 • Processed transactions with 100% accuracy, demonstrating attention to detail and reliability. • Supported store operations by following procedures and maintaining data integrity.

Skills

Technical: Portuguese (C2), English (C1), Attention to Detail, Logical Reasoning, Fact-Checking, Technical Support, Data Annotation, Content Classification, HTML, CSS, SQL, Microsoft Office, Windows Support, Communication, Problem Solving, Technology Enthusiasm